

**Truist Foundation**

# Truist Foundation Online Application FAQ

## Application questions

**Where can I find information on types of grants and areas of interest the Truist Foundation supports?**

For information about our key areas of focus and more, please visit our [Truist Foundation website](#).

**How do I create an online account?**

From the webpage, select “Apply Online.” Select “New Applicant?” Enter the email address you want assigned to this account, and create a password. Once you create an online account, you’ll receive an email notification that includes the email address and password required to access your saved application. Please add [mail@grantapplication.com](mailto:mail@grantapplication.com) to your email address book (or friendly senders) to ensure that messages arrive in your inbox.

*Please note that the account used to submit this grant request, if approved, will be linked to any future requirements/reports.*

**Can I get a copy of the online application form?**

Once the application has been started, you can print a copy by selecting the “Printer Friendly Version” link located in the top right-hand corner of the application page.

**How do I know which application form I’m accessing (sponsorship or charitable**

**grant)?**

The eligibility questions will guide you to the correct applications.

**Is there a map I can refer to when determining the community the request will serve?**

PDF of map attached.

**What supporting documentation is required with the application?**

All applications must include a list of your organization's board of directors and annual operating budget. If applicable, you may be asked to submit a program budget, supporting documentation to verify low- to moderate-income (LMI) and clarification of supporting organization status.

**Can I start the application now and complete it later?**

Yes, you can save and finish it at another time. Just select “Save and Finish Later” at the bottom of the application page you’re on. When you’re ready to continue entering information, go to [https://www.GrantRequest.com/SID\\_5654?SA=AM](https://www.GrantRequest.com/SID_5654?SA=AM). You’ll be asked to enter your account email address and password before accessing your saved application.

**How do I return to an incomplete application that I saved but haven’t submitted?**

Go to [https://www.GrantRequest.com/SID\\_5654?SA=AM](https://www.GrantRequest.com/SID_5654?SA=AM). You’ll be asked to enter your account email address and password before accessing your application.

**Where do I send my online proposal?**

Once the application is completed online, you’ll need to select “Review & Submit” at the bottom of the last page of the application. Once your application has been submitted, a confirmation email will be sent to the email address that you used to create your online grant application account. Please add [mail@grantapplication.com](mailto:mail@grantapplication.com) to your email address book (or friendly senders) to ensure that messages arrive in your inbox.

process, we can't accept paper or verbal requests.

### **Is my internet browser compatible?**

The online grant application will work on Internet Explorer, Mozilla Firefox or Safari. Please don't use Google Chrome.

### **Who should I contact if I have additional questions?**

Please email the Foundation at [truistfoundation@truist.com](mailto:truistfoundation@truist.com).

### **I received an error message after selecting "Submit a New Application" or "Return to an Existing Application." What do I do?**

Check to be sure your internet browser is compatible with the online grant application. If it is, you may need to delete your browser history and cache. To do so, please do the following using Internet Explorer:

1. Go to Tools > Internet Options > General tab > Browsing History > Delete > Select Temporary Internet Files and Website Files, Cookies and Website Data, History, Download History, & Form Data > Delete
2. Go back to Tools > Internet Options > General tab > Browsing History > Settings > View files > Select all files and delete > Yes > Complete close browser and reopen

### **What if I forget my account login password?**

Please select "Forgot Password?" from the login screen. An email will be sent to your account email address with a temporary password and an opportunity to create a new password. If you don't receive an email, the account login username you entered wasn't valid.

### **What if my account login information is lost?**

Please email the Foundation at [truistfoundation@truist.com](mailto:truistfoundation@truist.com).

# Attachment questions

## **Why doesn't the system allow me to submit once I've completed the application and attached all documents?**

After you choose "Browse" to locate the file you want to attach, please make sure you select the "Upload" button.

## **How do I delete an attachment?**

Go to the "Review My Application" tab of your application. Navigate to the attachment you would like to change. Then, select "Remove." You may then upload a new attachment.

# Requirement questions

## **What should I do if I've selected the link emailed to me to complete a Grant Acknowledgment Form and/or Grant Report, but when I log in, I don't see the form?**

Ensure that the email address used to access the online account is the same one used to submit the original grant request. The Grant Acknowledgment Form and/or Grant Report are linked to that account. If you no longer have access to that account, please email [truistfoundation@truist.com](mailto:truistfoundation@truist.com).

## **What if I'm logged into the correct account, but I still don't see the form?**

Once you've logged in, there are two tabs at the top of the page. Select the "Requirements" tab. Then, use the drop-down menu on the right side of your screen to check "New Requirements," "In Progress Requirements" and "Submitted Requirements."

## **May I send the Grant Acknowledgement Form and/or Grant Report by mail, email or hand delivery?**

All requirements are submitted through the [online portal](#). To maintain a fair process, we can't accept paper or verbal requests.